

# Best Practices We Learn From Each Other April 25, 2019

Cindy Rudolph – UT Chattanooga  
Ginger Miya-Hildebrand – UT Knoxville  
Maggie Hamblen – UT Chattanooga  
Eileen Kleffner – UT San Antonio



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CHATTANOOGA

## Best Practices We Learn From Each Other

# Cindy Schultz Rudolph

Residency Coordinator  
UT Chattanooga

Nothing to Disclose  
as usual

## Contributors

- Stephanie Rowe Burnham – Vanderbilt and HCA
- Maggie Hamblen – UT Chattanooga
- Patti Hamilton – UT Knoxville
- Ginger Miya-Hildebrand – UT Knoxville
- Eileen Kleffner – UT San Antonio
- Katie Kmiec – Vanderbilt
- Lindsey Reed – UT Knoxville
- Cynthia Tooley – UT Memphis
- Mercedes Wells – ETSU

Residency Coordinators in Surgery Retreat  
August 9, 2018  
Doubletree, Nashville, Robertson Meeting Room



## Best Practices We Learn From Each Other

- How We Started the “Tennessee Retreats” – Cindy Rudolph
- Chattanooga Experience – Maggie Hamblen
- Knoxville Experience – Ginger Miya-Hildebrand
- The New UT Experience – Eileen Kleffner

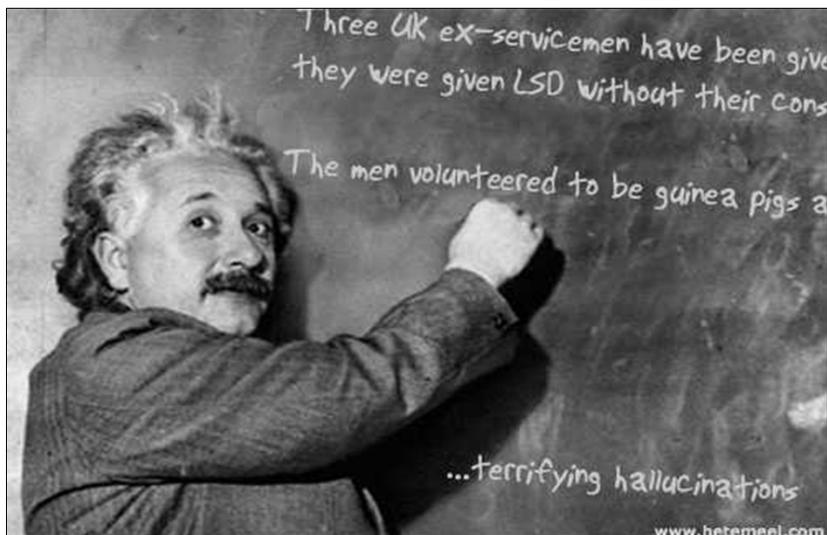
## Chairman and Program Director



## Job Expectations

- Chairman and Program Director treated the Coordinator as a full partner
- As a full partner, I was expected to attend a number of meetings where residents present papers such as the Southeastern Surgical Congress and the TN Chapter of the American College of Surgeons

## We Have To Know Everything





We should listen to each other

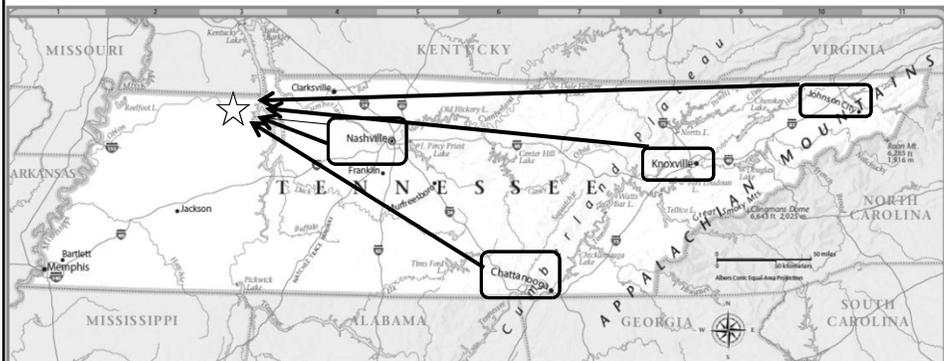
## Association of Residency Coordinators in Surgery – later known as ARAS

- 1997 – San Diego
- 1998 – Baltimore
- 1999 – Orlando
- 2001 – Nashville
- 2002 – Baltimore
- 2004 – Houston
- 2005 – New York
- 2006 – Tucson
- 2007 – Washington
- 2008 – Toronto
- 2009 – Salt Lake City

Each meeting would revitalize me with  
new ideas of how to herd surgeons



Tennessee Residency Coordinators in Surgery Retreat  
July 24, 2010  
Paris Landing State Park



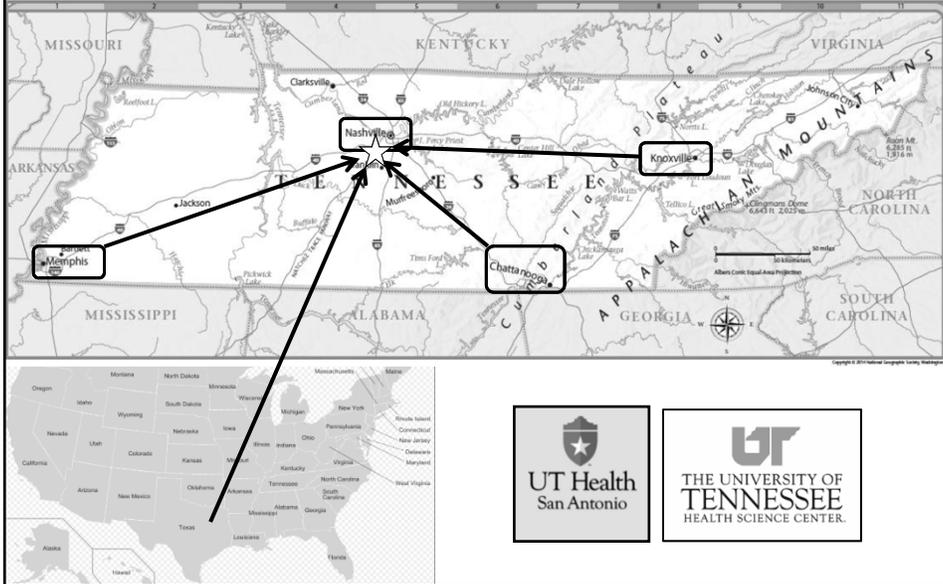
Tennessee Residency Coordinators in Surgery Retreat  
July 24, 2010  
Paris Landing State Park

- 9:30 Welcome – Cindy Rudolph
- 9:45 History of Surgery Residency Training at East Tennessee State University - Mercedes Wells, Residency Coordinator ETSU
- 10:00 Surgical Education Lab Meeting – Stephanie Rowe, Allison Watts, Vanderbilt
- 10:15 Preparing for a wedding and a site visit – Ginger Hildabrand, Patti Hamilton, Knoxville
- 10:30 Proposed Probation – to hell and back – Cindy Rudolph and Maggie Hamblen
- 11:00 Open Forum - How do you:
- Monitor duty hours – what kind of system does your program use?
  - Who trains the residents to use the system?
  - Who looks at the duty hour reports?
  - What are the consequences for duty hour violations?
  - Who enforces the consequences?

Tennessee Residency Coordinators in Surgery Retreat

- 11:00 Open Forum - How do you: Con't
- Decide who to invite to interview
  - Who to rank and where?
  - Who to take in the scramble?
  
  - Let your PD know if there has been a complaint about a resident?
  - What if the PD is not in town?
  - What if the complaint comes to you?
  
  - Handle resident complaints about the program?
  - Handle resident complaints about other residents?
  - Help residents if they decide to pursue other specialties?
  - Help residents get categorical surgery jobs if they are preliminary residents?
  
  - Handle problems residents – residents with performance issues, personality issues
  - Handle problem faculty or faculty who have problems with each other?
  
  - What do you think about the NRMP proposal about a second match?
- 12:00 Adjourn

**Residency Coordinators in Surgery Retreat**  
**August 9, 2018**  
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8:30 Welcome and mingle

Individual presentations – tell how your office is organized – how many people work in your academic office, how do you divide up chores, do you take care of medical students, do you provide secretarial support to anyone and so forth. Just give us a few minutes of how your office is organized and where is it in relation to your hospital.. Tell us how big your program is and your current accreditation status, when is your next site visit, when is your self study.

9:00 Chattanooga Experience – Cindy Rudolph and Maggie Hamblen – general program information and an innovative new Program Director

10:00 Knoxville Experience – Ginger Hildebrand and Patti Hamilton – general program information and the self study

11:00 Memphis Experience – Cynthia Tooley – general program information and what is new in Memphis

12:00 Vanderbilt Experience – Kate Kmiec – general program information and my experience as a new coordinator with a relatively new PD

## Residency Coordinators in Surgery Retreat

### Working lunch

1:00 Eileen Kleffner – general program information and how did you get a video of your program made?

### 2:00 Open Forum

- What have you done well lately? What not so well?
- How do you organize interview days? How do you select applicants to interview? How do you organize your rank list? Do you have any experience in the SOAP?
- Do you help preliminary residents get categorical positions?
- How do you handle problem residents? We like examples. ☺
- How do you get funding for things for the residency program?
- Show samples of your office paperwork
  
- Does your program do anything specifically to address “resident well being”?

Everyone ask your own question

4:00 Proposals for the 2019 ARAS Conference



“Yoo-hoo! Oh, yoo-hoo! ...  
I think I’m getting a blister.”

**NO WHINING IN SURGERY**

# University of Tennessee Graduate School of Medicine

Ginger Miya-Hildebrand

Knoxville Point of View



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## What Happens at the TNACS Coordinators Meeting

- Collaboration
- Efficiency
- Empowerment
- Creativity



## Collaboration

- We come with questions
  - How do you do this...
  - When do you do this...
  - How many will do this...
- All of these questions and more get asked
- Samples are always welcome



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## Efficiency

- What do you do to make your life easier?
- Workflow process for scheduling applicants and faculty
- Productivity

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OF MEDICINE

## Empowerment

- Listening to others – We don't have to do it the way it's always been done
- Change is not bad!
- Even though many of us that meet at the TNACS fall under the same institution the GMEs are not alike - Ask for what we don't have, need or want



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## Creativity

- Open discussions allow the creative juices to flow
- Tightening budgets
- Hearing how other programs are doing things allows for adaption



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CHATTANOOGA

## Best Practices We Learn From Each Other – Interview Day

**Maggie Hamblen**

Residency Coordinator  
UT Chattanooga

Nothing to Disclose

Nothing to Disclose

Except that I may be crazy because I  
really do love my job!!!

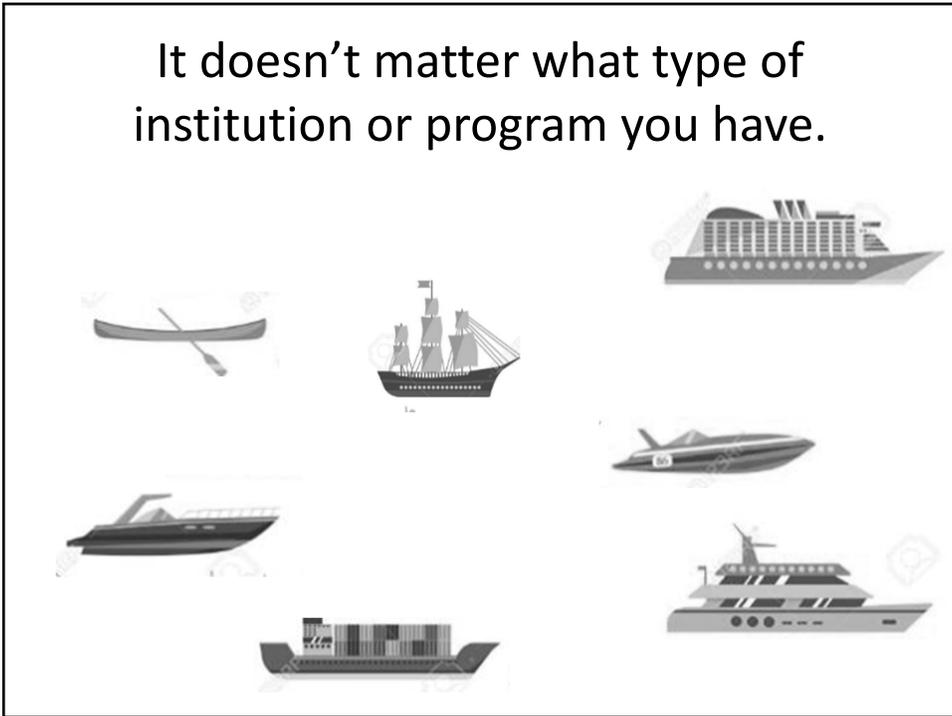
We started bonding over mutual interests  
(jobs, kids, crazy stories from our jobs, etc.)  
but more importantly over the love of what  
we do as Coordinators /Managers

## Shared Ideas

- I have met some really great people from various academic programs.
- The person may not be in a surgery program but they may still have ideas that might work better than what you are currently using.
  - Examples: Evaluations, Surveys, Interview Day Setup, SOAP



It doesn't matter what type of institution or program you have.



You must always remember  
we are all still in the same boat.



Some of the ultimate goals in our work lives is  
to receive these types of emails!!!



The Review Committee commended the program for its demonstrated substantial compliance with the ACGME's Program Requirements and/or Institutional Requirements without any new citations.

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Email from ACGME – Program Site Visit is scheduled 20 years from now because they are behind in the process.

Some of the ultimate goals in our work lives is to receive these types of emails!!!



The Review Committee commended the program for its demonstrated substantial compliance with the ACGME's Program Requirements and/or Institutional Requirements without any new citations.

Email from ACGME – Program Site Visit is scheduled 20 years from now because they are behind in the process.

Applicant email – I Loved your program and plan to rank you #1.  
and actually really mean it!!!!

## Interview Day Pre 2018 - 2019

### Interview Day - Pre

- Grand Rounds
- Groups - Not clearly defined as Group 1 or 2
  - Started at 9:00 am
  - Research residents conducted the tours
- Attendings and residents
  - Did not show up on time
  - Schedule was delayed
- Had 7-8 interview rooms – trying to keep up

## Interview Day Post 2018 – 2019 and beyond

### Interview Day Jan. 9th

	GROUP 1		GROUP 2
7:00 am	GRAND ROUNDS (Prob. Aud.)		
8:00 am	Dr. Bums / Dr. Giles (Prob. Aud.)		
9:15 am	Interviews (Suite 401) Small Conf. Room	9:15 am	Drs. Rampp / Soderstrom 1st Tour / 2nd Talk (Suite 401) Large Conf. Room
9:45 am		9:45 am	
10:00 am		10:00 am	
10:30 am		10:30 am	
11:00 am		11:00 am	Drs. Stanley / Maxwell
11:30 am	11:30 am		
12:15 pm Applicant - Dr. takes last interviewee to POB dining room			
12:00 N	LUNCH (POB Dining Room)		
1:00 pm	Drs. Stanley / Maxwell	1:00 pm	Interviews (Suite 401) Small Conf. Room
1:30 pm		1:30 pm	
2:00 pm	Drs. Rampp / Soderstrom 1st Talk / 2nd Tour (Suite 401) Large Conf. Room	2:00 pm	
2:30 pm		2:30 pm	
3:00 pm		3:00 pm	
3:30 pm		3:30 pm	
4:00 pm	4:00 pm		
4:30 pm	Attendings Mtg	4:30 pm	
5:00 pm		5:00 pm	
5:30 pm		5:30 pm	

# Interview Day – Chattanooga, TN

- Interview day
  - After Grands Rounds – tours/interviews started at 9:15 AM instead of 9:00 AM
  - Applicants divided into two groups
    - Based on applicant’s travel information (long flight/drive)

INTERVIEW DAY 12/12/2018

	Cindy Dr. Burns	B-12 office - Kim Dr. Witherspoon	Clarks office - Holly Chief	Gwen Dr. Giles	Maggie Dr. Dart
1 9:15 - 9:30					
2 9:30 - 9:45					
3 9:45 - 10:00					
4 10:00 - 10:15					
5 10:15 - 10:30					
6 10:30 - 10:45					
7 10:45 - 11:00					
8 11:00 - 11:15					
9 11:15 - 11:30					
10 11:30 - 11:45					
11 11:45 - 12:00					
12 12:00 - 12:15					

Group 1	
1	
2	
3	
4	
5	
6	Morn
7	Morn
8	Morn
9	Morn
10	Morn

	Dr. Burns	Dr. Witherspoon	Chief	Dr. Giles	Dr. Dart
1 1:00 - 1:15					
2 1:15 - 1:30					
3 1:30 - 1:45					
4 1:45 - 2:00					
5 2:00 - 2:15					
6 2:15 - 2:30					
7 2:30 - 2:45					
8 2:45 - 3:00					
9 3:00 - 3:15					
10 3:15 - 3:30					
11 3:30 - 3:45					
12 3:45 - 4:00					

Group 2	
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	

3 Interview Days - 80 applicants invited - 5 categorical spots

## Interview Day – Chattanooga, TN

- Interview day
  - After Grands Rounds – tours/interviews started at 9:15 AM instead of 9:00 AM
  - Applicants divided into two groups
    - Based on applicant’s travel information (long flight/drive)
  - Keep the applicants busy
  - Breakfast and lunch
    - Snacks and beverages all day long
  - Computer available to look up flights, etc.
  - Post up restroom signs



## Lecture Series for Interview Day

- Grand Rounds – Interesting Cases
- Dr. Burns – Program strengths / Chattanooga
- Dr. Giles – What makes your program unique?

GENERAL SURGERY TRACK (GS)						
Track 1	PGY-1	PGY-2	PGY-3	PGY-4	PGY-5	PGY-6
July	GS	RSCH	GS	GS	GS	GS
Aug	GS	GS	GS	RSCH	GS	GS
Sept	GS	GS	GS	GS	GS	GS
Oct	GS	GS	GS	RSCH	GS	GS
Nov	GS	RSCH	GS	GS	GS	GS
Dec	GS	GS	RSCH	GS	GS	GS
Jan	GS	GS	GS	GS	GS	GS
Feb	GS	GS	RSCH	RSCH	GS	GS
March	GS	GS	GS	GS	GS	GS
April	GS	RSCH	RSCH	GS	GS	GS
May	GS	GS	GS	RSCH	GS	GS
June	GS	RSCH	RSCH	GS	GS	GS

Surgical Critical Care TRACK (SCC)						
Track 2	PGY-1	PGY-2	PGY-3	PGY-4	PGY-5	PGY-6
July	GS	GS	GS	GS	SCC	GS
Aug	GS	GS	GS	GS	SCC	GS
Sept	GS	GS	GS	GS	SCC	GS
Oct	GS	GS	GS	GS	SCC	GS
Nov	GS	GS	GS	GS	SCC	GS
Dec	GS	GS	GS	GS	SCC	GS
Jan	GS	GS	GS	SCC	GS	GS
Feb	GS	GS	GS	SCC	GS	GS
March	GS	GS	GS	SCC	GS	GS
April	GS	GS	GS	SCC	GS	GS
May	GS	GS	GS	SCC	GS	GS
June	GS	GS	GS	SCC	GS	GS

Mastery in General Surgery (MGS)						
Track 3	PGY-1	PGY-2	PGY-3	PGY-4	PGY-5	PGY-6
July	GS	GS	GS	GS	MGS	GS
Aug	GS	GS	GS	GS	MGS	GS
Sept	GS	GS	GS	GS	MGS	GS
Oct	GS	GS	GS	GS	MGS	GS
Nov	GS	GS	GS	GS	MGS	GS
Dec	GS	GS	GS	GS	MGS	GS
Jan	GS	GS	GS	MGS	GS	GS
Feb	GS	GS	GS	MGS	GS	GS
March	GS	GS	GS	MGS	GS	GS
April	GS	GS	GS	MGS	GS	GS
May	GS	GS	GS	MGS	GS	GS
June	GS	GS	GS	MGS	GS	GS

MBA / Leadership (MBA)						
Track 4	PGY-1	PGY-2	PGY-3	PGY-4	PGY-5	PGY-6
July	GS	GS	GS	MBA	GS	GS
Aug	GS	GS	GS	MBA	GS	GS
Sept	GS	GS	GS	MBA	GS	GS
Oct	GS	GS	GS	MBA	GS	GS
Nov	GS	GS	GS	MBA	GS	GS
Dec	GS	GS	GS	MBA	GS	GS
Jan	GS	GS	MBA	GS	GS	GS
Feb	GS	GS	MBA	GS	GS	GS
March	GS	GS	MBA	GS	GS	GS
April	GS	GS	MBA	GS	GS	GS
May	GS	GS	MBA	GS	GS	GS
June	GS	GS	MBA	GS	GS	GS

## Lecture Series for Interview Day

- Grand Rounds – Interesting Cases
- Dr. Burns – Program strengths / Chattanooga
- Dr. Giles – What makes your program unique?
- Dr. Stanley – Research / meetings offered
- Dr. Maxwell – Surgical Critical Care Program
- Drs. Rampp /Soderstrom – Tour of Erlanger / Skills Lab and discussion about what is like being a resident in the program

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	GROUP 1		GROUP 2
7:00 am	GRAND ROUNDS (Prob. Aud.)		
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9:45 am		9:45 am	1st Tour / 2nd Talk
10:00 am		10:00 am	(Suite 401)
10:30 am		10:30 am	Large Conf. Room
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2:30 pm		2:30 pm	
3:00 pm		3:00 pm	
3:30 pm		3:30 pm	
4:00 pm		4:00 pm	
4:30 pm	Attendings Mtg	4:30 pm	Attendings Mtg
5:00 pm		5:00 pm	
5:30 pm		5:30 pm	

The day is structured to have very little turnover time. Even switching rooms between groups to accommodate set up times in the conference rooms

UT Health San Antonio  
Department of Surgery

Resident Transition

Eileen M. Kleffner,  
Residency Coordinator



# **intentional**

in·ten·tion·al |

: done by intention or design

: intended



## Week 1

### **Administrative Contract**

#### **\*Scheduling**

- Call Schedules
- RRC requirements
- Vacations
- Requests for specific weekends off

#### **\*Communication**

#### **\*Conferences**

#### **\*Duty Hours**

#### **\*Administrative Responsibilities**

#### **\*Professionalism**



## Week 1

### Administrative Contract

- **Administrative and Scheduling Contract** - You *must read* this in its entirety and initial at each section.
- **SCHEDULING:**
- You will receive a monthly schedule. This will always be titled “(month) Schedule v1.” **THIS MUST BE REVIEWED AT THE TIME IT IS RECEIVED.**

You will have 48 HOURS to submit problems/corrections. After 48 hours, it will be your complete responsibility to arrange coverage, work the assigned schedule and/or explain your duty hour violation.

\* Every problem/correction/etc. should be *e-mailed* to both chief administrative residents:

Michael Johnson ([johnsonM9@uthscsa.edu](mailto:johnsonM9@uthscsa.edu)) and Umaid Rabbani ([rabbani@uthscsa.edu](mailto:rabbani@uthscsa.edu)). The email should include at least one solution to the problem that you have discussed with others that may be involved.

- As an RRC requirement, you will be guaranteed 4 days off averaged over a 4-week period.  
Certain services will require the use of weekdays as part of the mandatory 1 in 7 days off.  
Weekends off are a privilege, not a right.  
Any additional time off or changes to the schedule must be approved by the administrative chiefs (Do NOT approach faculty to request time off).

## Week 1

### Administrative Contract (continued)

- Vacations
  - A vacation week does not include the preceding weekend – we will occasionally accommodate *senior residents* in this regard, but DO NOT buy plane tickets, make plans, etc. without the approval of the administrative chiefs
  - It is your responsibility to remind the residents/faculty on the service and the residency office if you have a week of vacation coming up. This should be done at least 1 week in advance of the vacation if not sooner so that arrangements for coverage can be made if needed.
  - The weekend at the end of a vacation week (Saturday/Sunday) count as days off for the 4-week period. The other 5 days of a vacation week do not count as days off.
  - If you will be away from your service for more than 48 hours, a leave form must be completed; **signed by an administrative chief, division head, and Dr. Dent**; and returned to the residency office **prior to leaving**.
- Requests for specific weekends off will be accepted and attempts to accommodate them will be made.
  - The requests MUST be submitted by the 6 weeks prior to the month requested. Submit these requests by email with the subject heading: “(month) Schedule Request” to **both** of the administrative chiefs.
  - All requests will be accommodated in order of resident seniority and in order that the request is received.
- I understand the above requests and requirements for scheduling. I have read all this information. (initials)

## Week 1 - continued

- TEAMS – Table Talk

TEAM AMBER		TEAM LA (LEAH/AARON)	
1	Buckner, Jacob	1	Dalton, David
1	Evers, Max	1	Laffoon, Ally
1	Mir, Mahnoor	1	Threatt, Tabitha
2	Lunde, Chris	2	Voytovich, Keely
3	Grimm, Jillian	3	Ibarra, Erika
4	Hockridge, David	5	Chodroff, Leah
5	Pedracini, Amber	5	Lewis, Aaron

## Week 2

- Faculty – Resident Breakfast
- Introductions
- Table Talk
- Who we are:
  - Faculty stories & words of wisdom
- Group exercise
- Specialty Specific Boot-camp - Vascular

## Week 2 – continued



## Week 3

### **Leadership roles, expectations, curriculum overview**

- Introduction of Residency Education Team
- Rotation Evaluations, SIMPL
- Case Logging
- ABSITE Remediation
- Faculty Mentors
- CCC (Clinical Competency Committee)
- M&M
- Specialty Specific Boot-camp - SICU

## Week 3 – continued

### **DIDACTIC SCHEDULE:**

#### **February 4**

- PGY 1, 2- Surgical Foundations, Dr. Dao, 211C, Topic: Anorectal Inflammatory Conditions
- PGY 3, 4, 5 – Surgical Techniques, Dr. Dent, 309L, Topic: Advanced Operative Techniques for Surgical Infections
- 9:30 - Dent/chief meeting – JC

#### **February 11**

- PGY 1, 2- Surgical Foundations, Dr. Elmi, 211C, Topic: Benign Breast
- PGY 3, 5 – Interesting case review, Dr. Perry, JC, Topic: Pediatric
- PGY 4 – Selected Readings, SCR, Dr. Dent, Topic: Endocrine Surgery
- 9:30 – GSRC monthly meeting, JC

## Week 3 - continued

### **DIDACTIC SCHEDULE:**

#### **February 18**

- All Residents – Interesting Case Review, Dr. Jenkins, 309L
- Drs. Shari Lawson, PGY 5, Clint Merritt, PGY 4
- 9:30 - Dent/chief meeting – JC

#### **February 25**

- PGY 1, 2- Surgical Foundations, Fr. Fritze, 211C, Topic: Pancreas, Tumors, and Resection
- PGY 3, 5 – Interesting case review, Dr. Perry, JC, Topic: Sarcoma and Melanoma

Specialty Specific Boot-camp - SICU



Questions???